

Food and Nutrition Services Replacement Q&A

Issued 10/12/2016

1. Should counties continue processing recertifications?

Yes, it is very important that recertifications are processed in the event an Automatic (Mass) FNS replacement occurs these cases will be included in the batch. Any recertifications not completed will not be included in the Automatic (Mass) FNS replacement batch and will have to be keyed manually by the county.

2. Can FNS recipients request Replacement FNS benefits in a county other than the county they live and receive FNS?

Yes, current FNS recipients can apply for replacement benefits in any county. The county taking the request for replacement benefits must not take ownership of that case in NCFAS.

3. What is the date of the “incident” for replacement benefits?

In regard to replacement benefits, the date of the incident is the date the recipient states they lost their food.

4. New USDA Interpretation: Can a recipient that has already received their October FNS benefits request a replacement?

Yes. Ask the client the date food was lost and the dollar amount lost. Replace the benefit amount the household states was lost, not to exceed household's monthly allotment. (It is not a requirement to check ebtEDGE)

5. New USDA Interpretation: If a client has not received October FNS benefits are they still eligible for a replacement?

Yes. Ask client the date food was lost and dollar amount lost. Process a replacement for September benefits based on client's statement of food amount lost, not to exceed the household's monthly allotment. (It is not a requirement to check ebtEDGE)

6. Can ABAWDS come back in and apply for regular benefits?

ABAWD policy still applies to regular benefits.

7. If a September replacement benefit was issued for Tropical Storm Hermine, can the household request another replacement for Hurricane Matthew for the same month? Yes

Will NC FAST allow a second replacement for the same month? Yes

8. If the local agency has tried to communicate with the county emergency manager and has not received the help needed, what are our next steps?

Contact your Area Coordinator for Recovery

- 9. Since it may be days or weeks before a disaster FNS program is in place, can you do a press release giving an update?**

The Department is currently working on a press release.

- 10. Are replacement benefits only for the counties approved for the Individual Assistance Declaration by the president?**

No, the individual manual replacement benefits are for any recipient in any county.

- 11. If a client request a replacement of benefits can the affidavit be mailed to the client and does the date of the call protect the 10 days?**

Yes, an affidavit (DSS-1678) can be mailed to the client as long as the request is made within ten calendars days of the incident (the loss of food).

Do not issue a replacement if the agency does not receive the signed affidavit (DSS-1678) within ten calendar days from the date the replacement request was made. (FNS 910) The affidavit does not need to be notarized.

- 12. If a case terminated the end of September (they are not active in October) can they receive replacement benefits for September?**

Yes, they can as long as they state they had a food loss from the benefits they received in Sept. This is true for any recipient, including ABAWD that have used their three months.